



MEDIA RELEASE

STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES

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SERVICE CENTERS BOOST TO CLIENTS AND COMMUNITIES

LOCATIONS SELECTED TO ASSIST ECONOMICALLY DISTRESSED AREAS

NASHVILLE-- The Tennessee Department of Human Services today announced the creation of three new service centers, one in each grand division of the state. The facilities, located in Carroll, Hamblen and Montgomery counties, will function much like call centers, and the department anticipates their opening in the fall. Employees in the centers will answer questions about TennCare eligibility and other Human Services programs, as well as make changes to client cases.

"This is an excellent opportunity to serve our clients better," said Human Services Commissioner Gina Lodge. "Our Department is taking over most aspects of the TennCare enrollee call center, and we expect a tremendous increase in callers seeking assistance. We are looking for dedicated individuals to fill these positions and offer quality customer services to their fellow Tennesseans."

Each of the three service centers will be staffed with approximately 70 workers—eligibility counselors, supervisors and support staff. The starting salary of an eligibility counselor is \$1,852 a month. The economic impact of the centers in and around McKenzie, Morristown and Clarksville is extensive, with an estimated \$1.75 million in payroll contributions for each locality.

Human Services worked closely with the Tennessee Departments of Economic and Community Development and Finance and Administration in selecting the sites.

"I'm proud that two agencies of state government – Human Services and ECD – were able to work closely together to provide much needed jobs in Carroll, Hamblen, Montgomery and surrounding counties," said ECD Commissioner Matt Kisber. "This project is a great testament to Governor Bredesen's leadership in encouraging his Cabinet to pool resources and to collaborate on making positive things happen for our communities."

Key criteria for selection were the region's need for good-paying jobs, as well as suitable, easy-to-move-in locations and an available pool of college graduates. An aggressive outreach campaign for interested applicants is currently underway in and around the three service center sites.

Human Services assists more than a million clients each month in various programs: TennCare, Families First, Food Stamps, Adult Protective Services, Child Support and Rehabilitation Services. For more information about our programs, visit: <http://www.state.tn.us/humanserv>
For information on applying for the service center positions, visit: <http://www.tennessee.gov>

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